

City of Chicopee Mobile Device Policy



01/31/2013

Introduction

This document sets forth The City of Chicopee's ("City") policy regarding City-issued mobile devices including mobile phones (i.e., iPhone, Galaxy, Nokia, Blackberry, etc.), tablet computers (i.e., iPads, Android, Galaxy, Surface, etc.), and related service plans. Services may include but are not limited to e-mail, text messaging, Internet access, and multi-media capabilities. Employees issued mobile devices are responsible for complying with this policy, the Acceptable Use of Technology Resources policy, and all other related City policies.

Mobile Device Issuance

The issuance of a mobile device must be approved with justification by the appropriate Department Head. The Department Head shall also be responsible for determining the employee's service plan needs (Basic plan, Texting, Email, Internet, etc).

Mobile devices are subject to approval by the IT Director and must be purchased through the IT department. Mobile phones as well as service plans for all mobile devices are limited to those available per agreement with the City's cellular service provider.

A mobile phone will be issued to a City employee if job responsibilities require the employee to be away from his/her office for extended periods of time and communication is necessary, or if job needs demand immediate access to an employee during or outside of normal business hours.

A tablet will be issued to a City employee if job responsibilities require the employee to have mobile computing and a tablet is determined to be the most cost effective and appropriate option.

Mobile Device Access

Because of security limitations with mobile devices, access to the City's network via City-issued mobile devices is limited to wireless access, as available, to the Internet including web-based City resources. Access to network file and print services and non-web based software or database systems is not available. The IT department does not support nor does the City provide cellular service or network access for personally-owned mobile devices.

Mobile Device Usage

Mobile devices provided by the City are the property of the City and are to be used to conduct City business.

Employee responsibility for use of City-owned mobile devices include:

- Protecting the mobile device from theft, loss or damage.
- Activating password protection if available.
- Immediately reporting loss or theft to supervisor or department head and to the IT department.
- As mobile devices are not secure, using discretion with sensitive/confidential data storage and communications including e-mail and calling.
- Immediately returning the mobile device to his/her supervisor or department head if it is determined that the mobile device is no longer necessary, or upon leaving City employment.

The City strongly encourages employees to set an idle timeout to automatically lock the mobile device after a period of time and to enroll the device in "Find my iPad", "Find my iPhone" or similar service to help locate the device if misplaced.

The City reserves the right to implement security capabilities (e.g., remote wipe) and to monitor the use of all City-issued mobile devices. Mobile device use in violation of this policy, the Acceptable Use of Technology Resources policy, or other City policies is subject to disciplinary action up to and including

termination of employment. Use of mobile devices in violation of any local, state, or federal law is subject to prosecution. The City reserves the right to cancel mobile device service of any City employee for any reason including but not limited to violation of this policy, abuse of mobile device privileges, or for department budgetary constraints.

Personal Use of City Mobile Devices

Employees shall recognize that City-issued mobile devices and the services upon which they operate are the sole property of the City of Chicopee and that the City may incur costs for all use of such services. City-issued mobile devices are provided for work-related activities. While it is understood that occasional personal communications or calls of short duration may be necessary, employees are expected to exercise prudent judgment in keeping personal communications and calling to a minimum. Detailed billing and usage statements and any other records related to City-issued mobile device usage are the property of the City of Chicopee and are subject to public records requests. Therefore, any employee using a City-issued mobile device shall have no expectation of privacy relating to such usage.

Additional Charges

Service charges are incurred by the City for the use of optional services such as directory assistance, direct connection by directory assistance, busy signal confirmations, and emergency interrupts. As such, the use of these optional services on mobile devices shall be done with prior approval and shall be restricted for work-related purposes only. Even when approved, these services should be used only when absolutely necessary. Any unauthorized use of optional services may be charged back to the employee.

The employee is responsible for knowing the services included in his/her mobile device plan.

Multimedia

Employees may use multimedia applications on mobile devices for work related purposes only and if available through the service plan. Any personal usage of such applications on a City-issued mobile device is prohibited and may be charged back to the employee and/or result in disciplinary action.

Any data stored or recorded by a City-issued mobile device is the sole property of the City. Any unauthorized distribution, publishing or other dissemination of this data may result in disciplinary action.

Driving with Mobile Devices

Employees shall refrain from using their mobile device, particularly a mobile phone, to text, receive or place calls, surf the web, email or instant message or to take pictures or video while driving a vehicle. Employees may place or receive calls only with the use of an approved hands-free device and in accordance with applicable laws. Employees who are charged with traffic violations resulting from the use of their City-issued mobile devices while driving will be solely responsible for all liabilities that result from such actions.

Acknowledgement of Receipt of the Mobile Device Policy

By signing below, I agree that I have read, understand, and will comply with the City of Chicopee's Mobile Device Policy.

Employee:

Signature

Date

Printed Name



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Mobile Device Request

Please complete and return this form to the Information Technology Department. A City-issued mobile device will be provided to an employee only with approval by his/her Department Head.

Please provide mobile device, as described below, for:

Employee: _____
Printed Name

Department Contact Phone Number

Mobile Device:

- ☐ Mobile Phone Model Requested (if known) _____
☐ Tablet Model Requested (if known) _____

For Mobile Phone Requests:

- ☐ New ☐ Change to existing plan for number: _____
☐ Basic Plan (calls only)
 ☐ plus 250 text messages per month
 ☐ plus unlimited text messages per month
☐ Data Plan (calls, plus unlimited emails, data, & text messages)

Accessories:

Please describe any accessories requested (i.e., chargers, cases, holsters, etc.):

Justification:

Please provide an explanation as to why this mobile device is necessary for this employee.

Authorization for Mobile Device and Plan:

Department Head: _____
Signature Date

Printed Name & Title